



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Redgranite Correctional Institution

Date: June 21, 2023

**To: RGCI Staff
Persons in the Care of RGCI
Visitors**

From: Warden Michael Gierach

Subject: Video Visits

Effective July 3, 2023, Redgranite Correctional Institution will begin using ICSolutions(ICS) to schedule video visits. **Video visits through ICSolutions will start July 17, 2023** and Zoom visits will be discontinued as of July 14, 2023. To have a video visit, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Visitors will need to follow the directions provided with the visiting list on the ICS website, www.icsolutions.com.

Persons in the care of RGCI must provide their friends or family the unique Party ID listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. Visiting lists have been delivered to all persons in our care. Any issues with Party ID can be directed to DOCDIAIElectronicVisitSupport@wisconsin.gov . RGCI staff cannot help with Party ID questions.

Visitors must schedule video visits at least 48 hours in advance and no more than fourteen (14) days in advance.

VIDEO VISITS

- For the first six months of implementation, each person in the care of RGCI is eligible for one free 25 minute video visit per week.
- Additional calls are available at the cost of \$2.50 per visit, up to 12 paid visits per month for a total of 16 calls per month. Video visits are limited to 2 per day.
- Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the call and anytime during the call when asked by staff.

Video Visiting hours: 7:25-10:50 AM, 12:25-3:50 PM, 5:15-9:10 PM, 10:00-11:25 PM

<i>Morning Video Visits (7 AM Dayroom Opens)</i>	<i>Afternoon Video Visits (12 PM Dayroom Opens)</i>	<i>Evening Video Visits (5 PM Dayroom Opens)</i>	<i>Late Evening Video Visits (10 PM Video Visits start)</i>
<i>7:25 to 7:50 Video visit</i>	<i>12:25 to 12:50 Video visit</i>	<i>5:15 to 5:40 Video visit</i>	<i>10:00 to 10:25 Video visit</i>
<i>7:55 to 8:20 Video visit</i>	<i>12:55 to 1:20 Video visit</i>	<i>5:45 to 6:10 Video visit</i>	<i>10:30 to 10:55 Video visit</i>
<i>8:25 to 8:50 Video visit</i>	<i>1:25 to 1:50 Video visit</i>	<i>6:15 to 6:40 Video visit</i>	<i>11:00 to 11:25 Video visit</i>
<i>8:55 to 9:20 Video visit</i>	<i>1:55 to 2:20 Video visit</i>	<i>6:45 to 7:10 Video visit</i>	<i>(11:25 Video Visits End)</i>
<i>9:25 to 9:50 Video visit</i>	<i>2:25 to 2:50 Video visit</i>	<i>7:15 to 7:40 Video visit</i>	
<i>9:55 to 10:20 Video visit</i>	<i>2:55 to 3:20 Video visit</i>	<i>7:45 to 8:10 Video visit</i>	
<i>10:25 to 10:50 Video visit</i>	<i>3:25 to 3:50 Video visit</i>	<i>8:15 to 8:40 Video visit</i> <i>8:45 to 9:10 Video visit</i>	
<i>(10:50 AM Dayroom Activities Stop)</i>	<i>(3:50 PM Dayroom Activities Stop)</i>	<i>(9:10 PM Dayroom Activities Stop)</i>	

Please note that **in person visiting are not scheduled, these are first come, first served basis.** The hours are Monday through Thursday: 2:30pm to 8:30pm (last entry 7:30pm) up to 3 hours, Saturday/Sunday/Holidays: 8:30am to 3:30pm (last entry 2:30pm) up to 2 hours. There will be no in person visiting on Fridays.

Thank you.

Michael Gierach
Warden
Redgranite Correctional Institution